

CLAIM AMENDMENTS

1     1.     (Currently Amended) A method for defining and monitoring a service level  
2           agreement, wherein the service level agreement defines for a particular network a  
3           level of service that has been offered to a customer by a service provider, the  
4           method comprising the computer-implemented steps of:  
5           creating a schema that provides a set of rules for defining both the contents of  
6                 service level agreements and how to organize the contents of service level  
7                 agreements;  
8           receiving first information defining the service level agreement, wherein said  
9                 information defines one or more tests for monitoring the level of service  
10           that has been offered to the customer; ~~and~~  
11          verifying that the information defining the service level agreement conforms to  
12           the set of rules in said schema;  
13          receiving second information defining a service level contract, wherein said  
14           second information defines apply times for performing the one or more  
15           tests; and  
16          verifying that said first information defining the service level agreement and said  
17           second information defining the service level contract conform with the  
18           level of service that has been offered to the customer by the service  
19           provider.

1     2.     (Previously Presented) The method recited in claim 1, further comprising the  
2           steps of:  
3           if said information defining the service level agreement conforms to the set of  
4                 rules in said schema, then  
5                 distributing the one or more tests to one or more agents that are configured  
6                         to communicate with devices that are associated with the particular  
7                         network;

8 receiving result information based on the devices performing the one or  
9 more tests; and  
10 creating and storing reporting information that indicates whether the  
11 customer is receiving the level of service that has been offered.

1 3. (Original) The method recited in claim 1, wherein the step of creating a schema  
2 includes the step of generating a schema based on Extensible Markup Language  
3 (XML), wherein the schema provides a template for defining service level  
4 agreements.

1 4. (Original) The method recited in claim 1, further comprising the steps of:  
2 generating, at a server, interface data for defining service level agreements; and  
3 communicating the interface data to a client that is remote from said server,  
4 wherein the interface data allows users to define tests for monitoring the  
5 level of service that is being provided by the service provider.

1 5. (Previously Presented) The method recited in claim 1, further comprising the step  
2 of verifying that the particular network includes one or more devices that may be  
3 configured to perform the one or more tests.

1 6. (Currently Amended) A computer readable medium carrying sequences of  
2 instructions for defining and monitoring a service level agreement, wherein the  
3 service level agreement defines for a particular network a level of service that has  
4 been offered to a customer by a service provider, the sequences of instructions  
5 including instructions for performing the steps of:  
6 creating a schema that provides a set of rules for defining both the contents of  
7 service level agreements and how to organize the contents of service level  
8 agreements;  
9 receiving first information defining the service level agreement, wherein said  
10 information defines one or more tests for monitoring the level of service  
11 that has been offered to the customer; and

12           verifying that the information defining the service level agreement conforms to  
13           the set of rules in said schema;  
14           receiving second information defining a service level contract, wherein said  
15           second information defines apply times for performing the one or more  
16           tests; and  
17           verifying that said first information defining the service level agreement and said  
18           second information defining the service level contract conform with the  
19           level of service that has been offered to the customer by the service  
20           provider.

1       7.   (Previously Presented) The computer readable medium recited in claim 6, further  
2           comprising instructions for performing the steps of:  
3           if said information defining the service level agreement conforms to the set of  
4           rules in said schema, then  
5           distributing the one or more tests to one or more agents that are configured  
6           to communicate with devices that are associated with the particular  
7           network;  
8           receiving result information based on the devices performing the one or  
9           more tests; and  
10          creating and storing reporting information that indicates whether the  
11          customer is receiving the level of service that has been offered.

1       8.   (Original) The computer readable medium recited in claim 6, wherein the step of  
2           creating a schema includes the step of generating a schema based on Extensible  
3           Markup Language (XML), wherein the schema provides a template for defining  
4           service level agreements.

1       9.   (Original) The computer readable medium recited in claim 6, further comprising  
2           instructions for performing the steps of:  
3           generating, at a server, interface data for defining service level agreements; and

communicating the interface data to a client that is remote from said server,  
wherein the interface data allows users to define tests for monitoring the  
level of service that is being provided by the service provider.

10. (Currently Amended) A network device configured for defining and monitoring a  
service level agreement that defines for a particular network a level of service that  
has been offered to a customer by a service provider, comprising:  
a network interface;  
a processor coupled to the network interface and receiving information from the  
network interface;  
a computer-readable medium accessible by the processor and comprising one or  
more sequences of instructions which, when executed by the processor,  
cause the processor to carry out the steps of:  
creating a schema that provides a set of rules for defining both the contents  
of service level agreements and how to organize the contents of  
service level agreements;  
receiving first information defining the service level agreement, wherein  
said information defines one or more tests for monitoring the level  
of service that has been offered to the customer; ~~and~~  
verifying that the information defining the service level agreement  
conforms to the set of rules in said schema;  
receiving second information defining a service level contract, wherein  
said second information defines apply times for performing the one  
or more tests; and  
verifying that said first information defining the service level agreement  
and said second information defining the service level contract  
conform with the level of service that has been offered to the  
customer by the service provider.

1 11. (Currently Amended) A network device configured for defining and monitoring a  
2 service level agreement that defines for a particular network a level of service that  
3 has been offered to a customer by a service provider, comprising:  
4 means for creating a schema that provides a set of rules for defining both the  
5 contents of service level agreements and how to organize the contents of  
6 service level agreements;  
7 means for receiving first information defining the service level agreement,  
8 wherein said information defines one or more tests for monitoring the  
9 level of service that has been offered to the customer; ~~and~~  
10 means for verifying that the information defining the service level agreement  
11 conforms to the set of rules in said schema;  
12 means for receiving second information defining a service level contract, wherein  
13 said second information defines apply times for performing the one or  
14 more tests; and  
15 means for verifying that said first information defining the service level agreement  
16 and said second information defining the service level contract conform  
17 with the level of service that has been offered to the customer by the  
18 service provider.

1 12. (Currently Amended) A method for monitoring a service level agreement,  
2 wherein the service level agreement defines for a particular network a level of  
3 service that has been offered to a customer by a service provider, the method  
4 comprising the computer-implemented steps of:  
5 receiving information defining the service level agreement, wherein said  
6 information defines one or more tests for monitoring the level of service  
7 that has been offered to the customer;  
8 distributing the one or more tests to one or more agents that are configured to  
9 communicate with devices that are associated with the particular network;  
10 receiving result information based on the devices performing the one or more  
11 tests; ~~and~~

12           creating and storing reporting information that indicates whether the customer is  
13           receiving the level of service that has been offered;  
14           generating, at a server, interface data for defining the service level agreement; and  
15           communicating the interface data to a client that is remote from said server,  
16           wherein the interface data allows users to define tests for monitoring the  
17           level of service that is being provided by the service provider.

1   13.   (Original) The method recited in claim 12, further comprising the steps of:  
2           generating a schema based on Extensible Markup Language (XML), wherein the  
3           schema provides a template for defining service level agreements; and  
4           wherein the step of receiving information defining a service level agreement  
5           includes the step of receiving information that has been generated in  
6           accordance with said schema.

1   14.   (Cancelled)

1   15.   (Currently Amended) A computer readable medium carrying sequences of  
2           instructions for monitoring a service level agreement, wherein the service level  
3           agreement defines for a particular network a level of service that has been offered  
4           to a customer by a service provider, the sequences of instructions including  
5           instructions for performing the steps of:  
6           receiving information defining the service level agreement, wherein said  
7           information defines one or more tests for monitoring the level of service  
8           that has been offered to the customer;  
9           distributing the one or more tests to one or more agents that are configured to  
10           communicate with devices that are associated with the particular network;  
11           receiving result information based on the devices performing the one or more  
12           tests; ~~and~~  
13           creating and storing reporting information that indicates whether the customer is  
14           receiving the level of service that has been offered;  
15           generating, at a server, interface data for defining the service level agreement; and

16           communicating the interface data to a client that is remote from said server,  
17           wherein the interface data allows users to define tests for monitoring the  
18           level of service that is being provided by the service provider.

1    16.    (Original) The computer readable medium recited in claim 15, further comprising  
2           instructions for performing the steps of:  
3           generating a schema based on Extensible Markup Language (XML), wherein the  
4           schema provides a template for defining service level agreements; and  
5           wherein the step of receiving information defining a service level agreement  
6           configuration includes the step of receiving information that has been  
7           generated in accordance with said schema.

1    17.    (Cancelled)

1    18.    (Currently Amended) A network device configured for monitoring a service level  
2           agreement that defines for a particular network a level of service that has been  
3           offered to a customer by a service provider, comprising:  
4           a network interface;  
5           a processor coupled to the network interface and receiving information from the  
6           network interface;  
7           a computer-readable medium accessible by the processor and comprising one or  
8           more sequences of instructions which, when executed by the processor,  
9           cause the processor to carry out the steps of:  
10          receiving information defining the service level agreement, wherein said  
11          information defines one or more tests for monitoring the level of  
12          service that has been offered to the customer;  
13          distributing the one or more tests to one or more agents that are configured  
14          to communicate with devices that are associated with the particular  
15          network;  
16          receiving result information based on the devices performing the one or  
17          more tests; and

18                   creating and storing reporting information that indicates whether the  
19                   customer is receiving the level of service that has been offered;  
20                   generating, at a server, interface data for defining the service level  
21                   agreement; and  
22                   communicating the interface data to a client that is remote from said  
23                   server, wherein the interface data allows users to define tests for  
24                   monitoring the level of service that is being provided by the service  
25                   provider.

1    19.    (Original) The network device recited in claim 18, further executing instructions  
2           for performing the steps of:  
3           generating a schema based on Extensible Markup Language (XML), wherein the  
4           schema provides a template for defining service level agreements; and  
5           wherein the step of receiving information defining a service level agreement  
6           configuration includes the step of receiving information that has been  
7           generated in accordance with said schema.

1    20.    (Cancelled)

1    21.    (Currently Amended) A network device configured for monitoring a service level  
2           agreement that defines for a particular network a level of service that has been  
3           offered to a customer by a service provider, comprising:  
4           means for receiving information defining the service level agreement, wherein  
5           said information defines one or more tests for monitoring the level of  
6           service that has been offered to the customer;  
7           means for distributing the one or more tests to one or more agents that are  
8           configured to communicate with devices that are associated with the  
9           particular network;  
10          means for receiving result information based on the devices performing the one or  
11          more tests; ~~and~~



12 means for creating and storing reporting information that indicates whether the  
13 customer is receiving the level of service that has been offered;  
14 means for generating, at a server, interface data for defining the service level  
15 agreement; and  
16 means for communicating the interface data to a client that is remote from said  
17 server, wherein the interface data allows users to define tests for  
18 monitoring the level of service that is being provided by the service  
19 provider.

1 22. (Previously Presented) The method recited in claim 1, further comprising the  
2 steps of:  
3 storing information that defines the level of service that has been guaranteed to the  
4 customer by the service provider;  
5 wherein the one or more tests are one or more metric tests, and the step of  
6 receiving information defining the service level agreement comprises:  
7 receiving through a standardized open interface metric parameter  
8 information that defines the one or more metric tests that are to be  
9 used to verify that the customer is receiving the level of service  
10 that has been guaranteed by the service provider; and  
11 verifying that based on the metric parameter information, the one or more  
12 metric tests will provide an appropriate set of tests for measuring  
13 the level of service that is being provided to the customer by the  
14 service provider.

1 23. (Original) The method recited in claim 22, wherein the step of verifying the one  
2 or more metric tests includes the step of verifying that the one or more metric tests  
3 conform to a standard of testing that has been approved by the service provider.

1 24. (Cancelled)

- 1    25.    (Previously Presented) The computer readable medium recited in claim 6, further  
2           comprising instructions for performing the step of verifying that the particular  
3           network includes one or more devices that may be configured to perform the one  
4           or more tests.
- 1    26.    (Previously Presented) The network device recited in claim 10, wherein the  
2           computer-readable medium further comprises instruction for performing the steps  
3           of:  
4           if said information defining the service level agreement conforms to the set of  
5           rules in said schema, then  
6           distributing the one or more tests to one or more agents that are configured  
7           to communicate with devices that are associated with the particular  
8           network;  
9           receiving result information based on the devices performing the one or  
10           more tests; and  
11           creating and storing reporting information that indicates whether the  
12           customer is receiving the level of service that has been offered.
- 1    27.    (Previously Presented) The network device recited in claim 10, wherein the  
2           instructions for creating a schema includes instructions for generating a schema  
3           based on Extensible Markup Language (XML), wherein the schema provides a  
4           template for defining service level agreements.
- 1    28.    (Previously Presented) The network device recited in claim 10, wherein the  
2           computer-readable medium further comprises instruction for performing the steps  
3           of:  
4           generating, at a server, interface data for defining service level agreements; and  
5           communicating the interface data to a client that is remote from said server,  
6           wherein the interface data allows users to define tests for monitoring the  
7           level of service that is being provided by the service provider.

1     29.     (Previously Presented) The network device recited in claim 10, wherein the  
2             computer-readable medium further comprises instruction for performing the step  
3             of verifying that the particular network includes one or more devices that may be  
4             configured to perform the one or more tests.

1     30.     (Previously Presented) The network device recited in claim 11, further  
2             comprising:  
3             if said information defining the service level agreement conforms to the set of  
4                 rules in said schema,  
5                 means for distributing the one or more tests to one or more agents that are  
6                 configured to communicate with devices that are associated with  
7                 the particular network;  
8                 means for receiving result information based on the devices performing  
9                 the one or more tests; and  
10            means for creating and storing reporting information that indicates whether  
11            the customer is receiving the level of service that has been offered.

1     31.     (Previously Presented) The network device recited in claim 11, wherein the  
2             means for creating a schema includes means for generating a schema based on  
3             Extensible Markup Language (XML), wherein the schema provides a template for  
4             defining service level agreements.

1     32.     (Previously Presented) The network device recited in claim 11, further  
2             comprising:  
3             means for generating, at a server, interface data for defining service level  
4                 agreements; and  
5             means for communicating the interface data to a client that is remote from said  
6                 server, wherein the interface data allows users to define tests for  
7                 monitoring the level of service that is being provided by the service  
8                 provider.

1    33.    (Previously Presented) The network device recited in claim 11, further  
2           comprising means for verifying that the particular network includes one or more  
3           devices that may be configured to perform the one or more tests.

1    34.    (Previously Presented) The network device recited in claim 21, further  
2           comprising:  
3           means for generating a schema based on Extensible Markup Language (XML),  
4           wherein the schema provides a template for defining service level  
5           agreements; and  
6           wherein the means for receiving information defining a service level agreement  
7           includes means for receiving information that has been generated in  
8           accordance with said schema.

1    35.    (Cancelled)

1    36.    (Previously Presented) The computer readable medium recited in claim 6, further  
2           comprising instructions for performing the steps of:  
3           storing information that defines the level of service that has been guaranteed to the  
4           customer by the service provider;  
5           wherein the one or more tests are one or more metric tests, and the step of  
6           receiving information defining the service level agreement comprises:  
7           receiving through a standardized open interface metric parameter  
8           information that defines the one or more metric tests that are to be  
9           used to verify that the customer is receiving the level of service  
10           that has been guaranteed by the service provider; and  
11           verifying that based on the metric parameter information, the one or more  
12           metric tests will provide an appropriate set of tests for measuring  
13           the level of service that is being provided to the customer by the  
14           service provider.

1 37. (Previously Presented) The computer readable medium recited in claim 36,  
2 wherein the step of verifying the one or more metric tests includes the step of  
3 verifying that the one or more metric tests conform to a standard of testing that  
4 has been approved by the service provider.

1 38. (Cancelled)

1 39. (Previously Presented) The network device recited in claim 10, wherein the  
2 computer-readable medium further comprises instructions for performing the  
3 steps of:  
4 storing information that defines the level of service that has been guaranteed to the  
5 customer by the service provider;  
6 wherein the one or more tests are one or more metric tests, and the instructions for  
7 receiving information defining the service level agreement includes  
8 instructions for:  
9 receiving through a standardized open interface metric parameter  
10 information that defines the one or more metric tests that are to be  
11 used to verify that the customer is receiving the level of service  
12 that has been guaranteed by the service provider; and  
13 verifying that based on the metric parameter information, the one or more  
14 metric tests will provide an appropriate set of tests for measuring  
15 the level of service that is being provided to the customer by the  
16 service provider.

1 40. (Previously Presented) The network device recited in claim 39, wherein the  
2 instructions for verifying the one or more metric tests includes instructions for  
3 verifying that the one or more metric tests conform to a standard of testing that  
4 has been approved by the service provider.

1 41. (Cancelled)

1     42.     (Previously Presented) The network device recited in claim 11, further  
2             comprising:  
3             means for storing information that defines the level of service that has been  
4                 guaranteed to the customer by the service provider;  
5             wherein the one or more tests are one or more metric tests, and the means for  
6                 receiving information defining the service level agreement comprises:  
7                 means for receiving through a standardized open interface metric  
8                     parameter information that defines the one or more metric tests that  
9                     are to be used to verify that the customer is receiving the level of  
10                 service that has been guaranteed by the service provider; and  
11             means for verifying that based on the metric parameter information, the  
12                 one or more metric tests will provide an appropriate set of tests for  
13                 measuring the level of service that is being provided to the  
14                 customer by the service provider.

1     43.     (Previously Presented) The network device recited in claim 11, wherein the  
2             means for verifying the one or more metric tests includes means for verifying that  
3             the one or more metric tests conform to a standard of testing that has been  
4             approved by the service provider.

1     44.     (Cancelled)